

## ***CITIZEN COMMENDATION PROCEDURE***

- 1) To commend or compliment the performance of a Roanoke County Police Department employee, notify a Police Department Supervisor by:
  - coming in person to the Public Safety Center located at 3568 Peters Creek Road during business hours M-F, 8am - 5pm, or
  - calling the Roanoke County Police Department at **(540) 561-8066**, or
  - mailing comments to the address listed on the back of this pamphlet.
- 2) When a commendation is received verbally, a memorandum will be completed by the receiving supervisor and forwarded through the chain of command to the Chief of Police.

When a compliment or commendation is received by mail, it will be forwarded through the chain of command to the Chief of Police.
- 3) Letters of commendation from citizens are posted for all Department employees to view. The Department and its employees appreciate the effort and consideration of concerned citizens who take the time to commend employee performance.

(02/2006)

### **The Roanoke County Police Department**

is proud to be a member of the

### **Law Enforcement Agency Accreditation Program.**



For further information, write or call  
**Roanoke County Police Department**  
3568 Peters Creek Rd  
Roanoke, Virginia 24019  
(540) 561-8066

### **Roanoke County Police Department**

## ***Commendation and Complaint Procedure***

(For use by citizens to file a  
commendation for or a complaint  
against a Police Department Employee)





The Roanoke County Police Department is proud to provide modern, quality law enforcement service to the citizens of Roanoke County and its visitors.

In order for the Police Department to continue providing the highest quality service, the performance of its employees must be closely monitored.

The Police Department is sincerely interested in both rewarding above average performance and in taking corrective action in those instances where an employee fails to meet our standards.

This pamphlet will explain the procedure to:

- provide recognition for an employee whose work is considered worthy of praise
- or
- make a complaint against an employee who is believed to have acted improperly.

## *Complaint Procedure*

It is the policy of the Roanoke County Police Department to investigate all allegations and complaints of misconduct against any member of the Department. Proper adherence to the provisions of this policy will clear the innocent and facilitate prompt and equitable corrective disciplinary action.

- 1) To make a complaint against a Roanoke County employee, notification should be made to a Department supervisor:
  - by coming in person to the Public Safety Center, or
  - by writing, or
  - by telephone.
- 2) Letters or telephone calls can be anonymous. Any complaint received by any member of the Department is directed to supervisory personnel immediately.
- 3) A Roanoke County Citizen Complaint form is completed by a Department supervisor on all complaints based on information provided. A copy of the form is provided to the complainant when the complainant is known. This provides verification to the complainant that the complaint has been received for processing.
- 4) Complaints received concerning employees will be assigned to the

employee's supervisor in the following instances:

- complaints of demeanor or
  - violations of lesser rules and regulations.
- 5) An Internal Affairs Investigator will be responsible for investigation of the following:
    - complaints involving criminal activity
    - complaints against command personnel
    - complaints of harassment
    - instances involving the discharge of firearms
    - excessive use of force complaints.
  - 6) Notification will be made to the reporting party informing them of the results of the Department investigation. If the complainant does not give an address or phone number, notification cannot be made. In internal investigations involving a great amount of time, a status letter will be sent to the complainant explaining the status of the investigation.
- Caution:** Any false, misleading or untrue statements, accusations, or allegations made in relation to the employees of the Police Department may lead to civil or criminal sanctions.